



Maine Department of Health and Human Services

MECMS Update 77

September 11, 2006

Billing News & Tips

Customer service organizes for member and provider benefit

For the past several months, Customer Service at MaineCare has been working to enhance the quality of service to providers. To achieve this goal, the division has adopted a set of three objectives. The first objective is to enable responsive and timely interaction with providers by improving staffing levels and ensuring the right people are in the right positions. The second objective is to improve the accuracy and consistency of information provided through education and training. The final objective is to improve access to information through improved technology.

Significant progress is being made toward achievement of high quality customer service. In particular, 22 additional staff members have joined the division since April, including 10 additional provider relations' representatives. The new PRs have participated in six weeks of intensive classroom and on-the-job training we're very excited to announce that their new assignments began Friday, September 8. Each county within the state now has a provider relations' team.

OMS Customer Service now consists of five functional areas with distinct responsibilities. These are Member Services, Member Services/Pharmacy Help Desk, Provider Enrollment Unit, Provider Relations Unit and the Billing & Information Unit. An updated Customer Service organizational chart, including county assignments, accompanies

this MECMS Update and was delivered by listserv on Friday, September 8.

Learn More & Talk To Us

Provider representatives available for one-on-one visits

Provider relations' representatives are planning to visit with providers at DHHS regional offices beginning September 18. Bring questions, issues and suggestions; bring samples of claims and remittance advices!

Appointments are available in one-hour time slots beginning between 8:00 and 9:00 am, depending on the location. The last appointments of the day begin between 2:00 and 4:00 pm, also dependant on location. The schedule of dates and locations, along with appointment start times is below.

Enrollment is on a first-requested, first-registered basis and is limited to a one-hour session per provider. A registration form is available by contacting Deborah Thomas at dthomas@usm.maine.edu

Please schedule your appointment soon. We look forward to assisting you with any billing or claims questions you may have!

Monday, September 18th

- **Augusta**
8:00 am – 4:00 pm
- **Sanford**
9:00 am – 3:00 pm

Tuesday, September 19th

- **Skowhegan**
9:00 am – 3:00 pm
- **Biddeford**
9:00 am – 3:00 pm

Wednesday, September 20th

- **Calais**
8:30 am – 3:30 pm
- **Lewiston**
8:30 am – 3:30 pm

Thursday, September 21st

- **Machias**
8:30 am – 2:30 pm
- **Bangor**
9:00 am – 3:00 pm

Monday, September 25th

- **Portland**
9:00 am – 3:00 pm
- **Bangor**
9:00 am – 3:00 pm

Tuesday, September 26th

- **Rockland**
9:00 am – 3:00 pm

Wednesday, September 27th

- **South Paris**
9:00 am – 3:00 pm
- **Ellsworth**
9:00 am – 2:00 pm

Thursday, September 28th

- **Farmington**
9:00 am – 3:00 pm
- **Portland**
9:00 am – 3:00 pm

Contact Us

Call: 1-800-321-5557

TTY: 1-800-423-4331

Augusta area: 207-624-7539

On the web: www.maine.gov/dhhs/bms

Write:

MaineCare Billing and Information Unit
Office of MaineCare Services
11 State House Station
Augusta, ME 04333-0011

Our listserv:

Sign up for a convenient, fast way to get the news you need about billing procedures and other MaineCare provider information:

<http://mailman.informe.org/mailman/listinfo/provider/>

Previous issues of *The MECMS Update*:

http://www.maine.gov/bms/member/innerthird/mecms_update_for_provider.htm ■